training parks at three places in Delhi have also been established for imparting traffic education to school children. Short training course to impart in-service training to drivers of D.T.C. are also organised .

Statement

| Year | Persons killed in road accidents in Delhi | Deaths on rail tracks in Delhi |
|---|---|---|
| 1985 | 1,269 | 445 |
| 1986 | 1,276 | 3487 |
| 1987 . | 1,271 | 512 |

**Appointment of heads of Nationalised Banks**

1621. SHRI BASUDEB MOHAPATRA: Will the Minister of FINANCE be pleased to state:

(a) whether it is a fact that number of posts of Executive Director and Chairnan-cum-Managing Director have been lying vacant in nationalised banks since long; and

(b) if so, by when these posts are likely to be filled up?

THE MINISTER OF STATE IN THE DEPARTMENT OF ECONOMIC AFFAIRS IN THE MINISTRY OF FINANCE (SHRI EDURADO FALEIRO): (a) and (b) As on date two posts each of Chairmen and Managing Directors and Executive Directors are vacant in the nationalised banks. Action is already in hand to make appointments to these posts.

**Consumer services in banks**

1622. SHRI BASUDEB MOHAPATRA: Will the Minister of FINANCE be pleased to state:

(a) whether it is a fact that Government have formulated a five point strategy to effectively improve consumer services in all commercial banks;

(b) if so, what are the details thereof; and

(c) whether any special attention has been given to rural areas?

THE MINISTER OF STATE IN THE DEPARTMENT OF ECONOMIC AFFAIRS IN THE MINISTRY OF FINANCE (SHRI EDUARDO FALEIRO): (a) to (c) Government have been periodically reviewing the Customer Service in public sector banks with a view towards its improvement. Towards this aim, following five customer service measures have been recently advised to public sector banks for effective implementation during 1988:—

(i) Affording immediate credit of out-station cheques upto Rs. 2500.

(ii) Issue of Demand Drafts in 30 minutes.

(iii) Immediate updating of pass Book unless here are many entries in which case updating within 24 hours.

(iv) Immediate issue of cheque book on request.

(v) Apprising Customers of nomination facilities on their deposit accounts. With a view to ensure that the benefits of various schemes available in the public sector banks for rural people reaches to them. Government have advised the banks to lay greater emphasis on personal contact programmes by branch managers and other field staff with rural people for dissemination of information about various poverty alleviation schemes and bring out book-lets on such schemes in various regional languages, and also publicise